

**VOLUME VII
SECTION IV**

**TABLE OF CONTENTS
INTRODUCTION TO ADULT SERVICES PROGRAMS, CHAPTER A**

1.	DEFINITION OF TERMS	1
2.	ORGANIZATION OF THE DEPARTMENT	2
3.	ADULT SERVICES PROGRAMS.....	3
4.	MISSION OF ADULT SERVICES PROGRAMS	3
5.	PURPOSE OF ADULT SERVICES.....	4
6.	PURPOSE OF ADULT PROTECTIVE SERVICES (APS)	4
7.	DISTINCTION BETWEEN ADULT SERVICES AND APS	4
8.	PHILOSOPHY OF ADULT SERVICES.....	5
9.	PHILOSOPHY OF ADULT PROTECTIVE SERVICES	5
10.	TARGET POPULATIONS	6
11.	SOCIAL WORKERS AS MANDATED REPORTERS.....	7
12.	CONFIDENTIALITY	7
13.	DOCUMENTATION AND RECORD RETENTION.....	7
14.	LEGAL BASIS – <i>CODE OF VIRGINIA</i>	8
15.	LEGAL BASIS – DEPARTMENT REGULATIONS.....	10
16.	ADDITIONAL INFORMATION.....	11
	APPENDIX A: FORMS, BROCHURES, AND MANUALS.....	12
	APPENDIX B: ADULT SERVICES AREA ASSIGNMENTS.....	14

1. DEFINITION OF TERMS

- 1.1. **“ADULT”** MEANS ANY PERSON 60 YEARS OF AGE OR OLDER, OR ANY PERSON 18 YEARS OF AGE OR OLDER WHO IS INCAPACITATED AND WHO RESIDES IN THE COMMONWEALTH; PROVIDED, HOWEVER, “ADULT” MAY INCLUDE QUALIFYING NONRESIDENTS WHO ARE TEMPORARILY IN THE COMMONWEALTH AND WHO ARE IN NEED OF TEMPORARY OR EMERGENCY PROTECTIVE SERVICES (*Code of Virginia*, §63.2-1603)
- 1.2. **“ADULT ABUSE”** MEANS THE WILLFUL INFLICTION OF PHYSICAL PAIN, INJURY, OR MENTAL ANGUISH OR UNREASONABLE CONFINEMENT OF AN ADULT (*Code of Virginia*, § 63.2-100).
- 1.3. **“ADULT EXPLOITATION”** MEANS THE ILLEGAL USE OF AN INCAPACITATED ADULT OR HIS RESOURCES FOR ANOTHER’S PROFIT OR ADVANTAGE (*Code of Virginia*, § 63.2-100).
- 1.4. **“ADULT FOSTER CARE”** MEANS ROOM AND BOARD, SUPERVISION, AND SPECIAL SERVICES TO AN ADULT WHO HAS A PHYSICAL OR MENTAL CONDITION. ADULT FOSTER CARE MAY BE PROVIDED BY A SINGLE PROVIDER FOR UP TO THREE ADULTS (*Code of Virginia*, § 63.2-100).
- 1.5. **“ADULT NEGLECT”** MEANS THAT AN ADULT IS LIVING UNDER SUCH CIRCUMSTANCES THAT HE IS NOT ABLE TO PROVIDE FOR HIMSELF OR IS NOT BEING PROVIDED SERVICES NECESSARY TO MAINTAIN HIS PHYSICAL AND MENTAL HEALTH AND THAT THE FAILURE TO RECEIVE SUCH NECESSARY SERVICES IMPAIRS OR THREATENS TO IMPAIR HIS WELL-BEING (*Code of Virginia*, § 63.2-100).
- 1.6. **“AUXILIARY GRANT”** MEANS CASH PAYMENTS MADE TO CERTAIN AGED, BLIND, OR DISABLED INDIVIDUALS WHO RECEIVE BENEFITS UNDER TITLE XVI OF THE SOCIAL SECURITY ACT, AS AMENDED, OR WOULD BE ELIGIBLE TO RECEIVE THESE BENEFITS EXCEPT FOR EXCESS INCOME (*Code of Virginia*, § 63.2-100).
- 1.7. **“DEPARTMENT”** MEANS THE STATE DEPARTMENT OF SOCIAL SERVICES (*Code of Virginia*, § 63.2-100).
- 1.8. **“Domestic Violence”** means a pattern of behavior in which one person uses violence to control others in the context of an intimate relationship. The pattern of violence may include physical violence, sexual violence, and/or emotional violence such as threats, intimidation, or isolation.
- 1.9. **“FAMILY”** MEANS ANY INDIVIDUAL ADULT OR ADULTS OR CHILDREN RELATED BY BLOOD, MARRIAGE, ADOPTION, OR AN EXPRESSION OF KINSHIP WHO FUNCTION AS A FAMILY UNIT (22 VAC 40-800-10) (See Volume VII, Section I, Chapter B, for additional information on case composition.)

- 1.10. **"FAMILY-BASED"** MEANS AN APPROACH TO SOCIAL SERVICE DELIVERY WHERE THE FOCUS OF SERVICE IS ON THE FAMILY UNIT, NOT JUST INDIVIDUAL MEMBERS VIEWED IN ISOLATION (22 VAC 40-800-10).
- 1.11. **"Family services"** means social services which provide assessment and delivery of a broad range of services which include intake services, adult services, prevention and support services for families, adult protective services, child protective services, permanency services, and child care services.
- 1.12. **"INCAPACITATED PERSON"** MEANS ANY ADULT WHO IS IMPAIRED BY REASON OF MENTAL ILLNESS, MENTAL RETARDATION, PHYSICAL ILLNESS OR DISABILITY, DEMENTIA OR OTHER CAUSES TO THE EXTENT THAT THE ADULT LACKS SUFFICIENT UNDERSTANDING OR CAPACITY TO MAKE, COMMUNICATE OR CARRY OUT RESPONSIBLE DECISIONS CONCERNING HIS OR HER WELL-BEING. THIS DEFINITION IS FOR THE PURPOSE OF ESTABLISHING AN ADULT'S ELIGIBILITY FOR ADULT PROTECTIVE SERVICES AND SUCH ADULT MAY OR MAY NOT HAVE BEEN FOUND INCAPACITATED THROUGH COURT PROCEDURES (22 VAC 40-740-10).
- 1.13. **"IMPAIRED"** MEANS ANY PERSON WHOSE PHYSICAL OR MENTAL CAPACITY IS DIMINISHED TO THE EXTENT THAT HE NEEDS COUNSELING OR SUPERVISORY ASSISTANCE OR ASSISTANCE WITH ACTIVITIES OF DAILY LIVING SUCH AS FEEDING, BATHING AND WALKING, OR INSTRUMENTAL ACTIVITIES OF DAILY LIVING SUCH AS SHOPPING AND MONEY MANAGEMENT (22 VAC 40-800-10).
- 1.14. **"LOCAL DEPARTMENT"** MEANS THE LOCAL DEPARTMENT OF SOCIAL SERVICES OF ANY COUNTY OR CITY IN THIS COMMONWEALTH (*Code of Virginia*, §63.2-100).
- 1.15. **"Virginia Uniform Assessment Instrument (UAI)"** means the standardized multi-dimensional questionnaire that assesses an adult's social, physical health, mental health, and functional abilities. The UAI is used to gather information for the determination of an adult's care needs and service eligibility, and for planning and monitoring the adult's care across various agencies and long-term care services. The UAI is composed of 12 pages; there is a shorter, 2-paged version of the UAI for private pay residents of and applicants to assisted living facilities.

2. ORGANIZATION OF THE DEPARTMENT

The Department's programs are designed to address those who are most in need, balance the role of providing effective intervention when necessary, and ensure the safety, stability, and well-being for the most vulnerable of our population.

Local departments of social services are an integral part of the social services delivery system and serve as the focal point within all local communities for the delivery of

family-focused and family-based preventive and protective services. Local departments use federal, state, and local funds to deliver services.

The State Board of Social Services was created by the state legislature in July 1974. The members are appointed by the Governor and include representatives from various regions of the state. Terms are for four years; no more than two successive terms are permitted. The State Board has responsibility for the adoption of rules and regulations consistent with federal and state law.

The Commissioner of Social Services, who is appointed by the Governor, directs the Department at the state level. The Home Office, located in Richmond, develops policies, procedures, regulations, training, and standards for social service programs. It is responsible for the monitoring and evaluation of these programs, and it allocates and manages funding to the local agencies. The Adult Services Programs are state supervised and locally administered.

Adult Services staff evaluate local programs, serve as resources in the areas of planning, organization, budgeting, and monitoring, and provide training, consultation, and technical assistance to local staff.

The Department supervises the administration of programs by the local departments of social services. The local department is the setting for direct client contact. The components through which the local departments can assist clients fall into two major divisions: benefits and family services programs. The latter are administered by social workers, while eligibility workers handle benefit programs.

Local department staff determines eligibility for participation in service and benefits programs, authorize payments to clients and vendors for services, and provide direct services to clients.

3. ADULT SERVICES PROGRAMS

The Department of Social Services administers the following programs through the Adult Services Programs Unit:

- 3.1** Adult Services
- 3.2** Adult Protective Services
- 3.3** Auxiliary Grants Program
- 3.4** Virginia Caregivers Grant Program

4. MISSION OF ADULT SERVICES PROGRAMS

The mission of the Adult Services Programs is to serve adults through programs that:

- 4.1** Protect older adults and incapacitated adults from abuse, neglect or exploitation;

- 4.2** Prevent the abuse, neglect or exploitation of older adults and incapacitated adults;
- 4.3** Prevent the inappropriate institutionalization of the elderly and impaired adults;
- 4.4** Assist when necessary with appropriate placement; and
- 4.5** Maximize self-sufficiency.

5. PURPOSE OF ADULT SERVICES

Adult Services (AS) are designed to allow the adult to remain in the least restrictive setting and function as independently as possible by establishing and/or strengthening appropriate family and social support systems or by supporting the adult in self-determination.

Adult Services are provided to impaired adults age 18 or older, and to their families when appropriate. Adult Services may include the provision of case management, home-based care, transportation, adult day services, nutrition services, placement services, and other activities to aid the adult.

6. PURPOSE OF ADULT PROTECTIVE SERVICES (APS)

Adult protective services (APS) are designed to establish and/or strengthen appropriate family and social support systems in order to protect adults at risk of abuse, neglect or exploitation and to prevent the occurrence of abuse, neglect or exploitation.

APS consists of the identification, receipt, and investigation of complaints and reports of adult abuse, neglect or exploitation (or the risk thereof) as related to adults 60 years or older and incapacitated adults age 18 or older. This service also includes the provision of case management to alleviate the risk of abuse, neglect or exploitation. If appropriate and available, APS may include the provision of or arrangement for home-based care, transportation, adult day services, meal services, legal proceedings, and other activities to protect the adult.

7. DISTINCTION BETWEEN ADULT SERVICES AND APS

7.1 Provision of Adult Services to Eligible Adults

- 7.1.1** When there is no valid report of abuse, neglect or exploitation or the risk thereof, and the adult requests services; or
- 7.1.2** Following APS intervention when the adult continues to need ongoing services but is no longer at risk of abuse, neglect or exploitation.

7.2 Provision of APS to Eligible Adults

- 7.2.1** When the local department receives and investigates a valid report; and

- 7.2.2** The investigation determines the adult needs and accepts protective services or the court orders protective services.

8. PHILOSOPHY OF ADULT SERVICES

The following principles are inherent to the provision of Adult Services:

- 8.1** The worker is an advocate for the adult.
- 8.2** The adult is the focus of service delivery, and the worker shall preserve and protect the adult's right to self-determination even when there is a community or family request for the local department to intervene.
- 8.3** The least restrictive and least intrusive intervention necessary to stabilize the situation is the most appropriate.
- 8.4** The adult has the right to make decisions on his or her own behalf until he or she delegates that responsibility voluntarily or the court grants that responsibility to another individual.
- 8.5** A family-based approach to service delivery enhances services which support and strengthen the adult's informal support system.
- 8.6** Coordination and combination of formal and informal support systems provide the most effective delivery system.

9. PHILOSOPHY OF ADULT PROTECTIVE SERVICES

The following principles are basic to the planning and delivery of APS:

- 9.1** Proper protection of adults may require an APS worker to advocate for the right of the capable adult to make his or her own choices even when the community or family may oppose these choices.
- 9.2** The least restrictive and least intrusive intervention necessary to protect the adult and stabilize the situation is the most appropriate.
- 9.3** The adult has the right to make decisions on his or her own behalf until he or she delegates that responsibility voluntarily or the court grants that responsibility to another individual.
- 9.4** Adult abuse, neglect or exploitation are primarily social problems and their resolution, for the most part, should be sought through the provision of social services and medical services rather than through the legal system. *(Note: This does not include incidences of domestic violence which is an issue for the legal system, nor does it include felony abuse and neglect as defined in Code of Virginia, § 18.2-369.)*

- 9.5 Services that support and strengthen the adult's informal support system are vital to the protection of adults who are at risk of abuse, neglect or exploitation.
- 9.6 Legal action is considered only after all other alternatives have been explored. When legal intervention is required, the least restrictive means of intervention must be used.

10. TARGET POPULATIONS

Target populations served by the local departments of social services fall into three categories: those mandated to be served; those encouraged to be served to the extent that funds are available; and those served at the option of the local department.

- 10.1 The target population **mandated** to be served includes the following:
 - 10.1.1 Any impaired adult who is in need of nursing facility preadmission screening for nursing facility placement, Medicaid home- and community-based waiver services, or assisted living facility assessment.
 - 10.1.2 Any impaired adult with low income who is in need of home-based services, to the extent that funds are available. Each local board shall provide for the delivery of home-based services that include homemaker, companion, or chore services that will allow individuals to attain or maintain self-care and are likely to prevent or reduce dependency, to the extent the funds are made available to each locality.
- 10.2 The target population **encouraged** to be served to the extent that funds are available include the following:
 - 10.2.1 Any impaired adult who, upon emancipation from a local department's custody, is in need of services.
 - 10.2.2 Any impaired adult who is in need of alternative living arrangements to avoid institutionalization and who requests services.
 - 10.2.3 Any adult who is in need of community-based care to avoid institutionalization and who requests services.
- 10.3 The target population to be served at the **option** of the local department includes any family with no minor children in the home that requests services.
- 10.4 The *Code of Virginia*, § 63.2-1613, authorizes local departments to provide direct services to victims of domestic violence, to the extent that funds are made available.
- 10.5 Each local board, to the extent that funds are available, shall provide adult protective services for adults who are found to be abused, neglected, or exploited and who are 1) 60 years of age or older, or 2) 18 years of age or older and incapacitated.

- 10.6** Adult protective services are provided or arranged by the local department of social services that are necessary to prevent abuse, neglect or exploitation of an adult. These services consist of the identification, receipt, and investigation of complaints and reports of adult abuse, neglect or exploitation.

11. SOCIAL WORKERS AS MANDATED REPORTERS

Social workers in local departments are mandated reporters pursuant to § 63.2-1606 of the *Code of Virginia*. In cases where a worker believes that an adult is abused, neglected or exploited, or at risk thereof, he must report this to the appropriate staff in the local department of social services even in those situations where an adult is currently receiving other services. All APS policy must be followed in such cases.

12. CONFIDENTIALITY

Section 63.2-104 of the *Code of Virginia* requires that an adult's information be kept confidential. With certain exceptions, an individual must give written permission before information may be obtained from other sources or given to an individual or an agency. See Volume VII, Section I, Chapter C, for additional information regarding confidentiality of an individual's information. Also see the *Code of Virginia*, § 2.2-388, *Government Data Collection and Dissemination Practices Act*, and § 2.2-3700, *Freedom of Information Act*.

See Volume VII, Section IV, Chapter B, Adult Protective Services, for policy regarding confidentiality as related to Adult Protective Services cases.

13. DOCUMENTATION AND RECORD RETENTION

The Adult Services and Adult Protective Services Programs use a computerized web-based case management system called ASAPS to record and maintain the main case management forms and functions needed to document the activities of the social worker. ASAPS is in continuous development and future enhancements to ASAPS will gradually diminish the need for the local department to maintain paper documents in a case file. All AS/APS workers must use the "General Information" screen, APS "Report and Investigation" screens and the "Service Plan" screen. The social workers are strongly encouraged to also use the "UAI" screens and the "Narrative" screen. Use of these screens eliminates the need to maintain paper documents in the case record. All other required forms and documents should be maintained in the adult's case record. The combination of ASAPS and the adult's case record provide the required documentation of the activities of the social worker, the services provided to the adult and that the worker has met the requirements concerning frequency of case contact and other policy requirements.

The local department must maintain an adult's case records in accordance with accepted professional standards and practices. Adult Services' records must be complete, accurate, accessible, and systematically organized according to requirements. All record entries, including forms, purchase of services orders, provider/vendor agreements, etc.,

must be signed with name and professional title of the author and dated with the month, day, and year.

Records must be kept for at least three years after a state or federal audit or at least five years if no audit has been conducted. Exceptions: Assisted living facility assessments and the Medicaid authorization form (DMAS-96) must be retained for not less than 5 years from the date of assessment and/or implementation of case management services.

14. LEGAL BASIS – CODE OF VIRGINIA

The following serve as the legal basis for the Adult Services/Adult Protective Services Program from the *Code of Virginia*. Full text of each of the *Code* sections can be obtained by accessing <http://leg1.state.va.us/000/src.htm> or <http://legis.state.va.us/Laws/CodeofVa.htm> on the web.

14.1 Code of Virginia, § 63.2-1600: Homemaker, Companion, or Chore Services

Authorizes the provision of companion, chore, or homemaker services that will allow individuals to attain or maintain self-care and are likely to prevent or reduce dependency. Such services shall be provided to the extent that federal or state matching funds are made available to each locality.

14.2 Code of Virginia, § 63.2-1601: Authority to Provide Adult Foster Care Services

Authorizes each local board of social services to provide adult foster care services that may include recruitment, approval, placement in, and supervision of adult foster care homes.

14.3 Code of Virginia, § 63.2-1601.1: Authority to Conduct Criminal Background Checks on Agency Approved Providers

Requires each local board to conduct a criminal background check on agency approved providers as a condition of approval.

14.4 Code of Virginia, § 63.2-1602 3: Long-Term Care Service Coordination

Authorizes each local board of social services to participate in long-term care service coordination with other local agencies.

14.5 Code of Virginia, § 63.2-1603 through 1610 and 22 VAC 40-740-10: Protective Services for Aged and Incapacitated Persons

Authorizes provision of protective services to adults 60 years of age or older and to adults who are 18 years of age or older and who are incapacitated.

14.6 Code of Virginia, § 63.2-1611: Coordinate State Domestic Violence Program

Designates the Department of Social Services to be the department to coordinate statewide domestic violence prevention efforts of public and private community groups seeking to provide assistance to and treatment for the victims of domestic violence.

14.7 *Code of Virginia*, §§ 63.2-1602.2 and 1804 and 22 VAC 40-745-10: Assisted Living Facility (ALF) Assessments

In order to receive an Auxiliary Grant while residing in an ALF, an adult shall have been evaluated by an authorized public human services agency to determine his or her need for care. A uniform assessment instrument setting forth an applicant's care needs shall be completed for all applicants upon admission and for all residents at subsequent intervals as determined by State Board regulation.

14.8 *Code of Virginia*, § 63.2-800 and 22 VAC 40-25-10: Auxiliary Grants (AG)

In order to receive an AG while residing in an ALF, an adult shall have been evaluated by an authorized public human services agency to determine his or her need for care.

14.9 *Code of Virginia*, §§ 63.2-1602.1 and 32.1-330: Nursing Facility Preadmission Screening

All individuals who will be eligible for community or institutional long-term care services as defined in the state plan for medical assistance services shall be evaluated to determine their need for nursing facility services as defined in the plan. The Department of Medical Assistance Services (DMAS) requires a preadmission screening of all individuals who, at the time of application for admission to a nursing facility, are eligible for medical assistance or will become eligible within six months following admission. This includes screening for both nursing facility and Medicaid home- and community-based waiver services (with the exception of the Mental Retardation Waiver). The community-based screening team shall consist of a nurse, social worker, and physician who are employees of the Department of Health or the local department of social services.

14.10 *Code of Virginia*, §§ 63.2-1602.4 and 37.2-837: Discharge from State Hospitals or Training Centers, Conditional Release, and Trial or Home Visits for Consumers

Specifies that the provision of social services to the patient discharged from a state hospital shall be the responsibility of the appropriate local department of social services as determined by policy approved by the State Board of Social Services. The social services will be a component of the required discharge plan prepared by the prescription team pursuant §37.2-505 (see section 14.11).

14.11 *Code of Virginia*, § 37.2-504; Community Services Boards; Local Government Departments; Powers and Duties and § 37.2-605: Behavioral Health Authorities; Powers and Duties.

Requires local boards of social services to enter into a written agreement with community services boards or behavioral health authorities to specify what services will be provided to individuals. Annual review of the agreement is required.

14.12 *Code of Virginia*, §§ 63.2-1602 4 and 37.2-505 Coordination of Services for Preadmission Screening and Discharge Planning.

Requires local social services agencies to serve on the preadmission and discharge planning team that is established by the local community services board. The team has responsibility for integrating the community services necessary to accomplish effective prescreening and pre-discharge planning for an individual referred to the community services board.

14.13 *Code of Virginia*, § 63.2-2201: Virginia Caregivers Grant Program.

Establishes a special fund in the state treasury to be administered by the Department to provide grants for eligible caregivers who provide care for a mentally or physically impaired relative.

14.14 *Code of Virginia*, § 63.2-1613: Responsibilities of Local Departments, Domestic Violence Services.

Local departments of social services may, to the extent that funds are available: 1) promote interagency cooperation at the local level for technical assistance, data collection, and service delivery; and 2) provide services directly to victims of domestic violence.

15. LEGAL BASIS – DEPARTMENT REGULATIONS

The following serve as the regulatory legal basis for the Adult Services/Adult Protective Services Program. Departmental regulations are reviewed at least every four years. Full text of each of the Department's regulations (beginning with "VAC") can be accessed on-line by going to <http://leg1.state.va.us/000/srr.htm>.

22 VAC 40-25, Auxiliary Grant Program: Levels of Care and Rate-Setting.

22 VAC 40-740, Adult Protective Services.

22 VAC 40-745, Assessment in Assisted Living Facilities.

22 VAC 40-771, Standards and Regulations for Agency Approved Providers.

22 VAC 40-800, Family Based Social Services.

16. ADDITIONAL INFORMATION

Any questions may be directed to the appropriate Adult Services Program staff. See Appendix B of this chapter for service area contact information.

Adult Services Programs staff may be reached as follows.

Gail Nardi, Program Manager, 804-726-7537
Paige McCleary, Program Consultant, 804-726-7536
Tishaun Harris-Ugworji, Program Consultant, 804-726-7560
Venus Bryant, Administrative Assistant, 804-726-7533

The address is:

Virginia Department of Social Services
Adult Services Programs
7 North 8th Street
Richmond, VA 23219

Adult Services Specialists across the state may be reached as follows:

Heather Crutchfield, Eastern Regional Office, 757-491-3983
Barbara Jenkins, Central Regional Office, 804-662-9783
Carol McCray, Western regional, 276-676-5636
Bill Parcell, Piedmont Regional Office, 540-857-6502
David Stasko, Northern Regional Office, 540-347-6313

Each year, the Adult Services Programs compiles an annual report of data on each of its programs. Included in this report is a list of other contact information, including Adult Services/Adult Protective Services and Division of Licensing Programs contacts in each locality, as well as specific *Code of Virginia* citations. The report is located on SPARK at <http://spark.dss.virginia.gov/divisions/dfs/as/reports.cgi>.

APPENDIX A: Forms, brochures, and manuals

The Department maintains an “intranet” system that is only accessible by state staff and staff of the local departments of social services. The home page provides information on all units, divisions and programs of the Department. The URL for the Department’s home page is <http://spark.dss.virginia.gov/index.html>.

The Adult Services and Adult Protective Services Programs can be accessed from the home page by clicking on “Division and Initiatives”, then “Family Services”, then “Adult Services” or by using the direct link, <http://spark.dss.virginia.gov/divisions/dfs/as/index.html>. Downloadable policy, important documents and forms used in the AS/APS programs are available at this site.

The Department’s public web site is located at <http://www.dss.state.va.us/index.html>.

Adult Services Forms and Manuals Available on the Web

Documents are available on the Division of Family Services’ intranet site at <http://spark.dss.virginia.gov/divisions/dfs/as/index.html> under AS Documents, AS forms or AS Manuals. Please note that some of the manuals posted on the web may have blank pages that serve as “placeholders” for some forms that are available separately.

The AS forms are posted on the web as PDF files and Word documents which can be downloaded for use by the worker. The Adult Services Programs cannot provide multiple copies of forms or manuals. Forms may also be copied directly from manuals.

Adult Services Programs Brochures

Brochures are available on the Adult Services web site at: <http://spark.dss.virginia.gov/divisions/dfs/as/brochures.cgi>. Additional educational information for mandated reports is available on the VDSS public web site at: http://www.dss.virginia.gov/family/aps_mandated.html.

[Abuse Hurts At Any Age \(B032-02-0120-01-eng\)](#) (PDF)

[Indicators of Abuse \(032-02-0143-00-eng\)](#) (PDF)

[Mandated Reporters \(B032-02-0121-01-eng\)](#) (PDF)

[Prevent Financial Exploitation: Financial Institutions \(B032-01-0300-00-eng\)](#) (PDF)

[Prevent Financial Exploitation: Seniors \(B032-01-0301-00-eng\)](#) (PDF)

[Signs of Abuse \(032-02-0744-00-eng\)](#) (PDF)

A limited number of brochures are available by calling 804-726-7533 or e-mailing Venus Bryant at venus.bryant@dss.virginia.gov.

Forms Available through VDSS General Services

Department of Social Services forms (i.e., those with “032” numbering) can be ordered by contacting the publishing company, *Clemons*. Local departments may order forms online at www.powerorbit.com. If the individual responsible for ordering forms does not have a user ID, contact Jenn Peterson at 800-523-6024 ext 206. See Broadcast # 2665 for additional information.

Medicaid Provider Manuals

The Department of Medical Assistance Services website has downloadable copies of all its program manuals and forms. The website also has information concerning the various Medicaid Waiver programs and other information concerning the services offered by DMAS. The manuals may be obtained by going to the DMAS web site at: <http://www.dmas.virginia.gov>. Go to “Provider Manuals” and click on the manual that you would like to print.

Hard copies and CD-ROMs of Medicaid manuals are available for purchase.

Appendix B: Adult Services Area Assignments

Eastern	Central	Northern	Piedmont	Western
Heather Crutchfield Pembroke Four, Suite 300 Virginia Beach, VA 23462 ☎ 757-491-3983 FAX: 757-552-1832	Barbara Jenkins 1604 Santa Rosa Road Suite 130 Richmond, VA 23229 ☎ 804-662-9783 FAX: 804-662-7023	David Stasko 170 West Shirley Avenue Suite 200 Warrenton, VA 22186 ☎ 540-347-6313 FAX: 540-347-6331	Bill Parcell 210 Church Avenue, SW Roanoke, VA 24011 ☎ 540-857-6502 FAX: 540-857-7364	Carol McCray 190 Patton Street Abingdon, VA 24210 ☎ 276-676-5636 FAX: 276-676-5621
Agencies	Agencies	Agencies	Agencies	Agencies
Accomack (001) 22 Brunswick (025) 13 Chesapeake (550) 23 Dinwiddie (053) 19 Franklin City (620) 23 Gloucester (073) 18 Greensville (081)/Emporia (595) 19 Hampton (650) 23 Isle of Wight (093) 23 James City (095) 23 Matthews (115) 18 Newport News (700) 23 Norfolk (710) 23 Northampton (131) 22 Portsmouth (740) 23 Prince George (149) 19 Southampton (175) 23 Suffolk (800) 23 Surry (181) 19 Sussex (183) 19 Virginia Beach (810) 23 Williamsburg (830) 23 York (199)/Poquoson (735) 23	Amelia (007) 14 Buckingham (029) 14 Caroline (033) 16 Charles City (036) 15 Chesterfield (041)/ Colonial Heights (570) 15 Cumberland (049) 14 Essex (057) 18 Fluvanna (065) 10 Goochland (075) 15 Hanover (085) 15 Henrico (087) 15 Hopewell (670) 19 King and Queen (097) 18 King William (101) 18 Lancaster (103) 17 Lunenburg (111) 14 Middlesex (119) 18 New Kent (127) 15 Northumberland (133) 17 Nottoway (135) 14 Petersburg (730) 19 Powhatan (145) 15 Prince Edward (147) 14 Richmond City (760) 15 Richmond County (159) 17 Westmoreland (193) 17	Alexandria (510) 8 Arlington (013) 8 Clarke (043) 7 Culpeper (047) 9 Fairfax (059)/Fairfax City (600)/Falls Church (610) 8 Fauquier (061) 9 Frederick (069) 7 Fredericksburg (630) 16 Greene (079) 10 Harrisonburg (660) 6/ Rockingham (165) King George (099) 16 Loudoun (107) 8 Louisa (109) 10 Madison (113) 9 Manassas City (683) 8 Manassas Park (685) 8 Orange (137) 9 Page (139) 7 Prince William (153) 8 Rappahannock (157) 9 Shenandoah (171) 7 Spotsylvania (177) 16 Stafford (179) 16 Warren (187) 7 Winchester (840) 7	Albemarle (003) 10 Alleghany(005)/Covington (580) 5/ Clifton Forge (560) 5 Amherst (009) 11 Appomattox (011) 11 Bath (017) 6 Bedford (019)/Bedford City (515) 11 Botetourt (023) 5 Campbell (031) 11 Charlotte (037) 14 Charlottesville (540) 10 Craig (045) 5 Danville (590) 12 Franklin County (067) 12 Halifax (083)/South Boston (780) 13 Henry (089)/ Martinsville (690) 12 Highland (091) 6 Lynchburg (680) 11 Mecklenburg (117) 13 Nelson (125) 10 Pittsylvania (143) 12 Roanoke (770) 5 Roanoke Co. (161)/Salem (775) 5 Rockbridge (163)/Buena Vista (530)/ Lexington (678) 6 Shenandoah Valley (Staunton (790) Augusta (015)/ Waynesboro (820)6)	Bland (021) 3 Bristol (520) 3 Buchanan (027) 2 Carroll (035) 3 Dickenson (051) 2 Floyd (063) 4 Galax (640) 3 Giles (071) 4 Grayson (077) 3 Lee (105) 1 Montgomery (121) 4 Norton (720) 1 Patrick (141) 12 Pulaski (155) 4 Radford (750) 4 Russell (167) 2 Scott (169) 1 Smyth (173) 3 Tazewell (185) 2 Washington (191) 3 Wise (195) 1 Wythe (197) 3

The number in parentheses following locality name is the FIPS code; the number following the FIPS code is for the Planning District in which the locality is located. *City DSS associated with county DSS, but have separate budgets. There are 120 local departments of social services.

